



GSU Star: How Faculty Use Helps Foster Student Support and Success

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In this presentation

What is GSU Star?

What happens when faculty raise a flag?

What have we learned about our students?

How have we responded to faculty feedback?

Future Plans of GSU Star Use?

What is GSU Star?

An early-alert notification system that gives all of us (faculty, staff, leadership) a chance to engage in supporting student success.





Early-Alert for...

Course difficulties

Connecting with faculty/advisers

Referrals to other offices

Support plans to guide students (future)



Faculty Roles...

Attendance Recording

Referrals to Offices

Flag Raising

Progress Surveys (Week 3 and 6)

Flag Raising

Can be done at any time.

Several flags (e.g., missing assignments, low test scores)

A few “critical” flags

In Danger of Failing

Recommend Course Withdrawal

Recommend Late Withdrawal

After a flag is raised...

Critical Flags – to the Academic Adviser

(School Day 0) Faculty
Raises Flag

(School Day 1-14):
Academic adviser makes at
least two email and two
phone call attempts for
response. **Flags are closed
(positive) if a contact is
made - faculty contacted.**

(School Day 1) - Flag goes to
Academic Adviser

(~School Day 20): **Flags are
closed (negative) for
non-response from the
student - faculty are copied
on this**

After a flag is raised...

Other Flags – to the Center for the Junior Year

Student gets automated email on flag and can respond

(School Day 0) Faculty Raises Flag

(School Day 2-14): Peer Mentor makes at least two attempts to contact students and wait for a response (noted in GSU Star).
Flags are closed (positive) if a contact is made - faculty contacted.

(School Day 1-3) - Flag goes to a CJY coordinator so all flags raised for a student go to the same peer mentor.

(~School Day 20): **Flags are closed positive if student contact is reached. Faculty contacted. OR Flags are closed (negative) for non-response from the student.**

Can I check on what's going on with my flag?

Yes. Flag notes and updates can be made that you can see as the instructor to the student.

When students clear a flag with peer outreach – average time to close – within 12 school days (CJY data).

GSU Star @5 years

What have we learned?

Whether or not students respond to your flags raised, we've learned...

- **flag thresholds indicative of probation and non-persistence**
- **GPA impacts for critical flags vs other flags**
- **how fast we have to respond to students...**
- **how early trouble (and success) impacts the whole term**
- **critical in a time of university-wide crisis**

We learn about our students fast.

Midterms Deadline: Middle of Week 9

Flag accumulation and probation risk

	Wk 3	Wk 6	Wk 9
3 flags =	High	83%	67%
4 flags =	High	High	80%
8+ flags =	high risk of non-persistence and sub-1.0 GPA		

Flag accumulation and removal of risk

	Wk 4	Wk 6	Wk 9
0 flags =	71%	90%	97% Sem Good Academic Standing
1 flag =	NA	71%	79% Sem Good Academic Standing

Critical Flags Matter Too

Average 5-year data of students with 1+ critical flag: Student semester GPA is 0.5 less than students with same number of flags, but no critical flags.

This is evident in the data by Week 7 of the semester.

You raise more flags on students with degree completion risks.

Risks analyzed

High Withdraws (3+ under 60 units; 2+ over 60 units)

2 Grades Below C in Previous Term

Earned Hours Ratio < 67%

GPA < 2.60

Change of Major

Active Holds

Sample: Spring 20, non-freshmen at Week 6 (pre-covid)

You raise more flags on students with degree completion risks.

Students with 3+ flags at Week 6 in Sp20 (N =38)

1+ risk identified = 58% (N = 22)

2+ risks = 38%

If students had 2+ Degree Risks in the Sample

They had even more flags raised on them (73% at least 4 flags)

Most prevalent risk: Low GPAs, Withdraws

Disproportionately African American (87%)

You used flags for emergencies and drove students to get help.

COVID April 2020 Survey

- **Most Sections of Progress Survey Complete – 300 (40% all UG)**
- **Most flags raised in a single survey - 1500**
- **All flags received outreach from advisers and peers.**
- **Highest 7-week period of peer mentor usage in CJY history to that point. 143 non-classroom student uses (March 23-May 15).**

So what? How are we responding to data and feedback?

More timely peer outreach to students – 2 in 2

Approaching risk more dynamically across semester

More faculty awareness of flag tracking.

Rewriting template emails – more immediate support

Data shapes support/engagement response to students

Retention Coordinator & Specialists

Retention Specialists (New FA 2021)

Intensive Support to 300 students on probation

Build Academic Recover Cohorts

Success Plan Development

ARC and CJY will coordinate on non-probation students showing signs of risk including flag accumulation.

Academic Advising and GSU Star

Advising will be utilize in GSU Star for intake assessments, graduation reminders, and in the next year, it will be available for graduate students.

What about the future?

Formalized student persistence data from GSU Star
More widespread use of success plans, graduation prep.
Tracking support for students who enroll late.
Listening to you and your feedback

Questions

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